

4 Staffing for Public Libraries

Each public library must have a regular, paid, qualified staff of one or more persons, including a properly certified library director who is responsible to a library board. The public library staff should project an image of competence and friendliness to all members of the public. Public library staff members should understand the service goals of the library, should be aware of all library policies, and should be well trained in the practices and procedures required by their individual positions. Library staff members should be afforded the opportunity to continue to expand their knowledge of communication skills, library practice, library technology, and community demographics through participation in workshops, conferences, and other continuing education activities. Libraries should meet the following standards relating to staffing:

Yes No

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| <input type="checkbox"/> | <input type="checkbox"/> | 1. The library has regular, paid, and properly qualified staff, appropriately trained to fulfill their particular job responsibilities. |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. The library director is qualified for and maintains the appropriate level of certification under the provisions of the Wisconsin Administrative Code. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. The library board has adopted a set of personnel policies outlining the conditions and requirements for employment of library staff, and these policies are consistent with state and federal regulations, including the Fair Labor Standards Act, the Americans with Disabilities Act, and relevant court decisions. The board reviews the policies on a regular schedule and after any significant change in employment law. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. The library has a written personnel classification plan describing the job duties of each staff member, any educational and experience requirements, the physical requirements of the job, and salary range. The plan ensures that all qualified individuals have an equal opportunity for employment. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. The library staff members have salaries, hours, and benefits determined by the library board and comparable with other community positions requiring similar educational preparation and job assignments. |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. The library establishes and meets a service target for staffing in full-time equivalents (FTEs) per 1,000 population not lower than the Basic Level for its population group. System resource libraries and libraries with specialized collections or extended open hours or services may require additional staff. Regardless of population served, total library staff is not less than 1 FTE. (See Appendices A, B and C.) |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. The library supports the library director's continuing education for at least 20 contact hours per year. (The Wisconsin Administrative Code requires that library directors participate in 100 hours of continuing education over the five year period prior to recertification.) |

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| <input type="checkbox"/> | <input type="checkbox"/> | 8. The library provides opportunities for each key employee (other than the director) for participation in at least ten (10) hours of continuing education activities each year. The opportunity is prorated for part-time employees; that is, an employee working 30 hours per week should have the opportunity for at least 7.5 hours of continuing education activities each year. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. The library supports the staff's continuing education and professional activities, including paid work time for attendance, registration fees, and travel costs. |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. The library allocates a portion of its budget to reimburse the costs of continuing education activities. |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. The staff receives training in emergency procedures and protocols as recommended by the Department of Workforce Development and the Occupational Safety and Health Administration, especially regulations governing emergency evacuation, fire prevention plans, medical services and first aid, portable fire extinguishers, and alarm systems. |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. The library has local or system staff or outside assistance available to resolve technology problems in a timely manner so that there is minimal impact on library operations and services. |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. The library has staff trained to assist patrons with the effective use of technologies, including assistive devices and adaptive software, to access and use the Internet and other electronic and non-print resources. |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. All key library staff have e-mail accounts and ready access to a workstation with a dedicated Internet connection. |
| <input type="checkbox"/> | <input type="checkbox"/> | 15. The staff receives diversity and ability awareness training for communicating with library patrons and coworkers, including persons with physical and mental disabilities, those from diverse cultural backgrounds, adult new readers, and individuals with limited English-speaking ability. |
| <input type="checkbox"/> | <input type="checkbox"/> | 16. All library staff and volunteers are knowledgeable about the statutory protections of the confidentiality of patron use of library materials, electronic resources, and services. |